

AMENDMENTS TO THE ABSTRACT

Please cancel the existing Abstract and replace it with the following new Abstract:

A system and method for servicing a mobile platform, for example an aircraft, which provides increased efficiency and reliability. The method includes the step of providing a knowledge base of reusable solutions for the aircraft. An incoming message is received that characterizes a technical issue relating to the aircraft. The method further provides for generating an outgoing message in accordance with one or more of the reusable solutions in the knowledge base in response to the incoming message such that the outgoing message addresses the technical issue.